



COVID-19 Policy/Information:

APPOINTMENTS: In order to protect the health of our patients and our staff, Kinetic Physical Therapy Institute has adjusted its schedules for each provider to help stagger check-in times, so please arrive on time to each appointment. Our staff will in turn do their best to be on time as well.

MASKS/FACE COVERINGS: Our staff will all be wearing masks for the protection of our patients and staff and following state guidelines, we require that anyone ages 5 and over wear a mask at all times. If you have issues with wearing a mask, you can discuss it with your provider once they are in the treatment room with you and you may remove the mask ONLY if they give you permission to do so. Anytime you leave your treatment room, you must put your face covering back on. If you have a medical exemption, just tell the person checking you in.

CHECKING-IN: Please follow social distancing guidelines and stay 6 feet away from other people while waiting to check in or out. If the waiting room is full, please wait outside or in your car until there is more room in the waiting area.

HEALTH SCREENINGS: Everyone entering the clinic is subject to a health screening and must wash their hands before using our equipment or being allowed into a treatment room. We ask that you answer these questions truthfully so we can protect our staff and other patients and continue to treat throughout the pandemic. We reserve the right to cancel or reschedule your appointment based on these screenings.

PAYMENTS: If you would like to pay your copay ahead of time, you can log into the patient portal (<https://health.healow.com/kineticinstitute>) on the day of your appointment to pay. If you have received a statement, you can also pay your bill this way. Alternatively, call the clinic at 651-730-7771 and we can take a payment over the phone using a credit card.

ILLNESS: Please call us as soon as possible to cancel your appointment if you or someone you are in close contact with becomes ill or has any COVID-type symptoms. You will not be charged a short notice cancellation fee. If you have been exposed to COVID-19 (or fear you have been exposed) and need to cancel, you will not be charged a short notice cancellation fee either. Please see <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html> for updates as to what the current common symptoms are and monitor your health status closely during this time.

If you test positive for COVID-19 and had symptoms within 48 hours of being at our clinic, please call us at 651-730-7771 and let us know so we can take proper monitoring precautions for our other patients and our staff.

WALK INS (i.e. shoe or glasses checks, replacement supplies): At this time, we cannot take any walk-in visitors, even just for shoe or glasses checks – call to schedule a time to do this. If you need a replacement supply, call so we can have it ready for you as well.

CLEANING: Please be patient, we are doing extra sanitizing/cleaning of rooms, pens, shared spaces, etc... This does take extra time and may require a slightly longer wait time than normal for your appointment to begin/to be checked in. We appreciate your patience.

GUEST POLICY: Please note, until further notice: only patients are allowed into the clinic, any guests of patients must be pre-approved. Minors are allowed 1 adult with them and adults can bring their minor children with them if necessary. However, we do request that you leave any non-necessary guests at home. We cannot have extra people in the waiting or treatment rooms at this time. Your guests will have to wait in the car. Everyone entering the clinic is subject to a COVID-19 screening questionnaire and also must follow the mask policy.

TELEVISITS: Many insurances are allowing physical therapy televisits at this time. Your first appointment will most likely have to be in person, but we may be able to do a televisit after that. Contact Sonja at sonja@kineticinstitute.com if you are interested in pursuing a televisit. Your treatment will be limited in this form, but may still be better than not having an appointment if you are concerned about exposure.

Questions or concerns? Call the clinic at 651-730-7771

Thank you for your cooperation.